
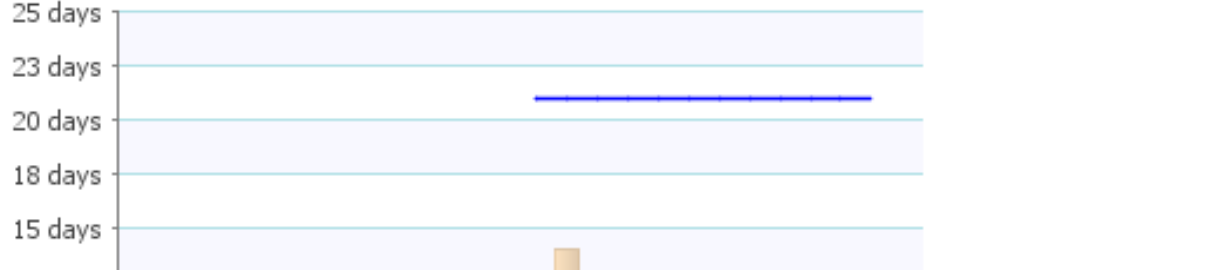






April to June Executive Corporate Healthcheck 2015/16

Directorate Customer and Community
Service Area Customer Services

PI Code & Short Name	EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)	Managed By	Andrew Pulham; Neil Sloper
EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	12 days
		Current Target	21 days
Management Response / Action		Notes & History Latest Note Performance exceeding target. No further management response required at this stage.	

PI Code & Short Name	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	Managed By	Andrew Pulham; Neil Sloper																											
EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)		Short Term Trend Arrow	N/A – New PI																											
<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q2 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q3 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q4 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q1 2015/16</td> <td>0.07%</td> <td>0.35%</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q4 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> </tbody> </table>		Quarter	Value (%)	Target (%)	Q1 2014/15	0.00%	0.35%	Q2 2014/15	0.00%	0.35%	Q3 2014/15	0.00%	0.35%	Q4 2014/15	0.00%	0.35%	Q1 2015/16	0.07%	0.35%	Q2 2015/16	0.00%	0.35%	Q3 2015/16	0.00%	0.35%	Q4 2015/16	0.00%	0.35%	Long Term Trend Arrow	N/A – New PI
Quarter	Value (%)	Target (%)																												
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Q3 2015/16	0.00%	0.35%																												
Q4 2015/16	0.00%	0.35%																												
		Traffic Light Icon																												
		Current Value	0.07%																											
		Current Target	0.35%																											
		Notes & History Latest Note	5 appeals received against a total of 6702 PCNs issued in the first quarter.																											
		Management Response / Action	No further management response required at this stage.																											

Directorate Customer and Community Services
Service Area Environment Services

PI Code & Short Name	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;																																																		
<p>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>35.43</td></tr> <tr><td>May 2014</td><td>27.04</td></tr> <tr><td>June 2014</td><td>32.29</td></tr> <tr><td>July 2014</td><td>39.15</td></tr> <tr><td>August 2014</td><td>29.63</td></tr> <tr><td>September 2014</td><td>31.15</td></tr> <tr><td>October 2014</td><td>23.04</td></tr> <tr><td>November 2014</td><td>27.32</td></tr> <tr><td>December 2014</td><td>25.85</td></tr> <tr><td>January 2015</td><td>24.71</td></tr> <tr><td>February 2015</td><td>24.19</td></tr> <tr><td>March 2015</td><td>22.97</td></tr> <tr><td>April 2015</td><td>29.37</td></tr> <tr><td>May 2015</td><td>25.42</td></tr> <tr><td>June 2015</td><td>22.04</td></tr> <tr><td>July 2015</td><td>22.04</td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value	April 2014	35.43	May 2014	27.04	June 2014	32.29	July 2014	39.15	August 2014	29.63	September 2014	31.15	October 2014	23.04	November 2014	27.32	December 2014	25.85	January 2015	24.71	February 2015	24.19	March 2015	22.97	April 2015	29.37	May 2015	25.42	June 2015	22.04	July 2015	22.04	August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Short Term Trend Arrow	
Month	Value																																																				
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March 2016																																																					
		Long Term Trend Arrow																																																			
		Traffic Light Icon																																																			
		Current Value	22.04																																																		
		Current Target	45.00																																																		
		Notes & History Latest Note	Second best performance since contract started in 2011. All services (refuse, recycling and organic) all performing very well.																																																		
		Management Response / Action	No further management response required at this stage.																																																		

PI Code & Short Name	EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza; Karl Chui;												
<p>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>2.17</td> </tr> <tr> <td>Q2 2014/15</td> <td>1.97</td> </tr> <tr> <td>Q3 2014/15</td> <td>1.75</td> </tr> <tr> <td>Q4 2014/15</td> <td>1.48</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.78</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Target (Quarters)</p>		Quarter	Value (days)	Q1 2014/15	2.17	Q2 2014/15	1.97	Q3 2014/15	1.75	Q4 2014/15	1.48	Q1 2015/16	1.78	Short Term Trend Arrow	↓
		Quarter	Value (days)												
		Q1 2014/15	2.17												
		Q2 2014/15	1.97												
		Q3 2014/15	1.75												
		Q4 2014/15	1.48												
		Q1 2015/16	1.78												
Long Term Trend Arrow	↑														
Traffic Light Icon	🟢														
Current Value	1.78 days														
Current Target	2.00 days														
Notes & History Latest Note	Performance in quarter 1 is within target, but fly tips took slightly longer to clear compared to previous month due to some larger ones which required specialist contractors.														
Management Response / Action	No further management response required at this stage.														

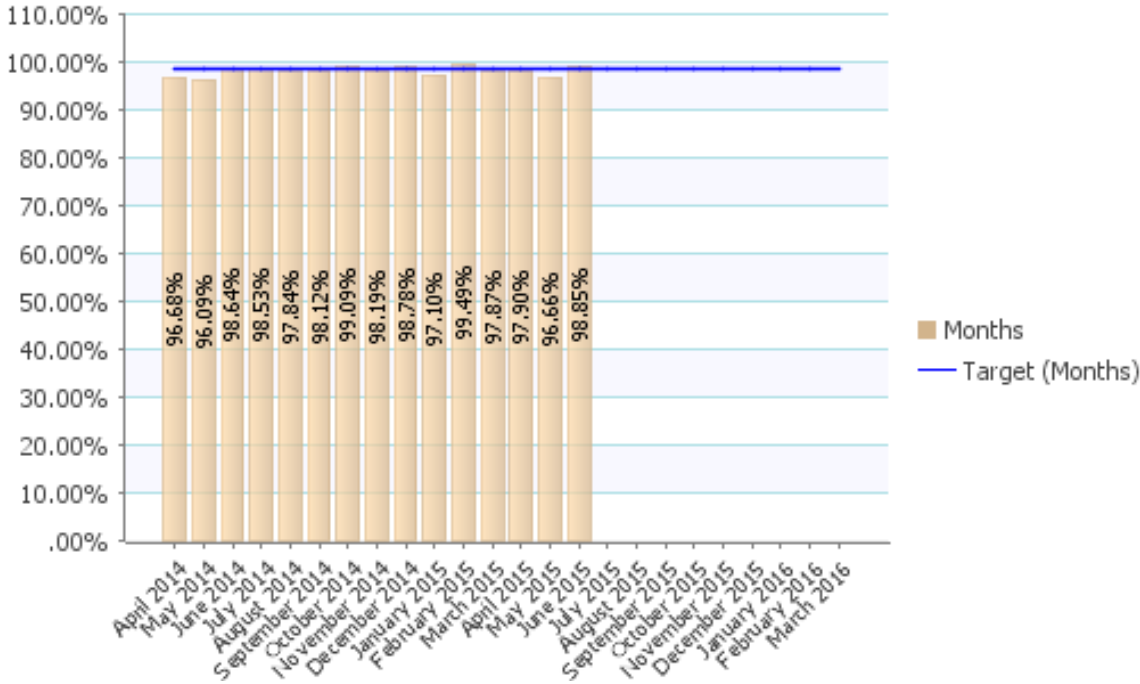
PI Code & Short Name	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;												
<p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> </tr> <tr> <td>Q2 2014/15</td> <td>47%</td> </tr> <tr> <td>Q3 2014/15</td> <td>47%</td> </tr> <tr> <td>Q4 2014/15</td> <td>49%</td> </tr> <tr> <td>Q1 2015/16</td> <td>50%</td> </tr> </tbody> </table>		Quarter	Percentage	Q1 2014/15	45%	Q2 2014/15	47%	Q3 2014/15	47%	Q4 2014/15	49%	Q1 2015/16	50%	Short Term Trend Arrow	↓
		Quarter	Percentage												
		Q1 2014/15	45%												
		Q2 2014/15	47%												
		Q3 2014/15	47%												
Q4 2014/15	49%														
Q1 2015/16	50%														
Long Term Trend Arrow	↓														
Traffic Light Icon	N/A – Trend Only														
Current Value	50%														
Current Target	N/A – Trend Only														
Notes & History Latest Note	<p>This is a rolling quarter from March - May as data is reported one month in arrears. It is higher than expected this period due to a number of factors. Firstly, this period covers the month of April when it is normal to receive a larger volume of waste due to the Easter holiday period. Secondly, May was a five week month, usually June is the five week month so this has added to the increased amount collected. Lastly, the property base used to calculate the performance has not been updated by Defra. Therefore this quarter does not take account of any new properties that have been built since 1 April 2015. The service will be investigating the impact these factors have had on this quarter.</p>														
Management Response / Action	<p>The council continues to persuade residents to minimise the waste they produce overall. This is done through media campaigns delivered both directly by the Council and through the Hertfordshire Waste Partnership (WasteAware). No further management action required at this stage.</p>														

PI Code & Short Name	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																																																		
<p style="text-align: center;">EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>54.04%</td></tr> <tr><td>May 2014</td><td>55.10%</td></tr> <tr><td>June 2014</td><td>55.18%</td></tr> <tr><td>July 2014</td><td>54.29%</td></tr> <tr><td>August 2014</td><td>53.49%</td></tr> <tr><td>September 2014</td><td>53.09%</td></tr> <tr><td>October 2014</td><td>53.09%</td></tr> <tr><td>November 2014</td><td>52.68%</td></tr> <tr><td>December 2014</td><td>51.70%</td></tr> <tr><td>January 2015</td><td>50.90%</td></tr> <tr><td>February 2015</td><td>50.20%</td></tr> <tr><td>March 2015</td><td>49.62%</td></tr> <tr><td>April 2015</td><td>50.31%</td></tr> <tr><td>May 2015</td><td>50.43%</td></tr> <tr><td>June 2015</td><td></td></tr> <tr><td>July 2015</td><td></td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Percentage	April 2014	54.04%	May 2014	55.10%	June 2014	55.18%	July 2014	54.29%	August 2014	53.49%	September 2014	53.09%	October 2014	53.09%	November 2014	52.68%	December 2014	51.70%	January 2015	50.90%	February 2015	50.20%	March 2015	49.62%	April 2015	50.31%	May 2015	50.43%	June 2015		July 2015		August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Short Term Trend Arrow	
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Traffic Light Icon	N/A – Trend Only																																																				
Current Value	50.43%																																																				
Current Target	N/A – Trend Only																																																				
Notes & History Latest Note	This indicator is reported one month in arrears. Contamination of bins continues to be problematic. New bin hanger is due to be delivered during August 2015 to encourage less contamination and more recycling.																																																				
Management Response / Action	In addition to responding to the contamination issue, we are beginning to witness less recycling material e.g. as packaging becomes less and our general campaigns regarding waste minimisation. Also East Herts is mirroring the national trend in the decline of paper collected, believed to be the result of a move to electronic media. All of these factors impact on the performance of this indicator. No further management action required at this stage.																																																				

Directorate Finance and Support Services
Service Area Governance and Risk Management

PI Code & Short Name EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)

EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)


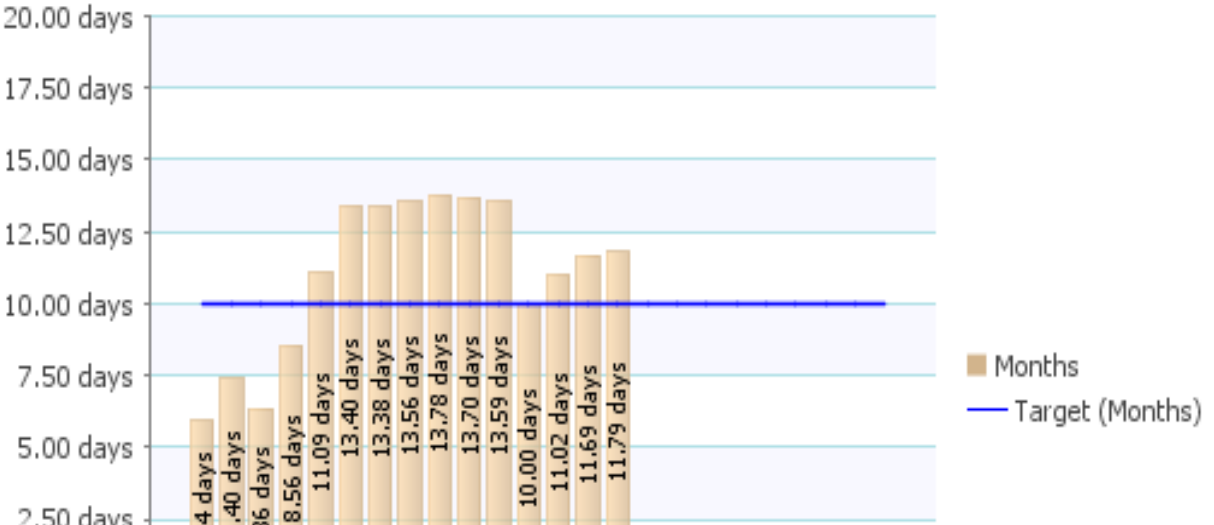




Managed By	Chris Gibson
Short Term Trend Arrow	
Long Term Trend Arrow	
Traffic Light Icon	
Current Value	98.85%
Current Target	98.50%
Notes & History Latest Note	Target for June was reached and exceeded.
Management Response / Action	No further management response required at this stage

Directorate Finance and Support Services
Service Area People and Organisational Services

PI Code & Short Name	EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)	Managed By	Vicki David; Emma Freeman; Adele Taylor																																																		
<p>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0.31</td></tr> <tr><td>May 2014</td><td>0.32</td></tr> <tr><td>June 2014</td><td>0.24</td></tr> <tr><td>July 2014</td><td>0.20</td></tr> <tr><td>August 2014</td><td>0.24</td></tr> <tr><td>September 2014</td><td>0.41</td></tr> <tr><td>October 2014</td><td>0.49</td></tr> <tr><td>November 2014</td><td>0.40</td></tr> <tr><td>December 2014</td><td>0.42</td></tr> <tr><td>January 2015</td><td>0.57</td></tr> <tr><td>February 2015</td><td>0.39</td></tr> <tr><td>March 2015</td><td>0.52</td></tr> <tr><td>April 2015</td><td>0.52</td></tr> <tr><td>May 2015</td><td>0.33</td></tr> <tr><td>June 2015</td><td>0.27</td></tr> <tr><td>July 2015</td><td></td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value (days)	April 2014	0.31	May 2014	0.32	June 2014	0.24	July 2014	0.20	August 2014	0.24	September 2014	0.41	October 2014	0.49	November 2014	0.40	December 2014	0.42	January 2015	0.57	February 2015	0.39	March 2015	0.52	April 2015	0.52	May 2015	0.33	June 2015	0.27	July 2015		August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Short Term Trend Arrow	
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		Traffic Light Icon																																																			
		Current Value	0.27 days																																																		
		Current Target	0.54 days																																																		
		Notes & History Latest Note	Performance within target threshold. Total absence for the year so far is 1.13 (end of year target is 6.5)																																																		
		Management Response / Action	No further management response required at this stage.																																																		

Directorate Finance and Support Services
Service Area Revenues and Benefits

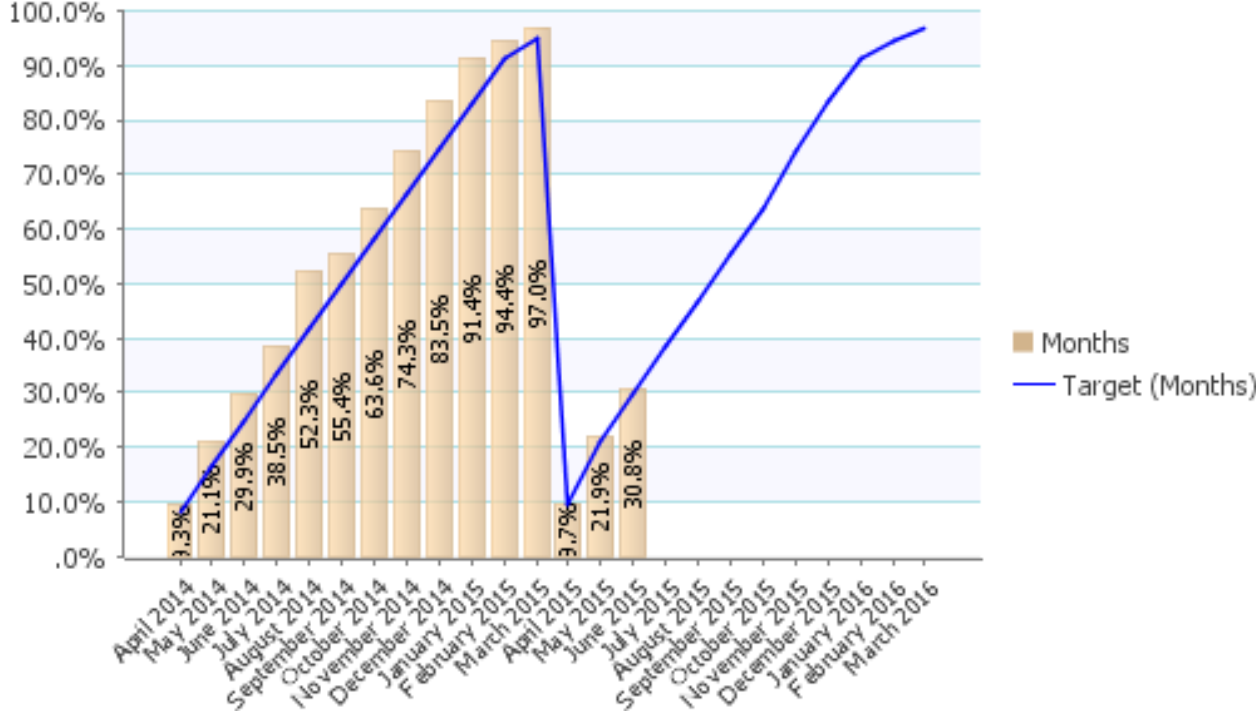
PI Code & Short Name	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor
EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	11.77 days
		Current Target	10.00 days
		Notes & History Latest Note	Period 12 May 2015 to 9 June 2015 is 11.95 days, this moves cumulative average to 11.79 days. The service continues to try to recruit to vacant posts. 2 full time posts are under offer, and two full time posts are being advertised again. Performance for this period is better than the previous period (12.26 days). There has also been one bank holiday in this period which has added to the processing times.

	Management Response / Action	No further management response required at this stage.
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PI Code & Short Name	EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor
<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	29.9%
		Current Target	29.6%
		Notes & History Latest Note	Performance on target.
Management Response / Action	No further management response required at this stage.		

PI Code & Short Name EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)

EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)



Managed By	Su Tarran; Adele Taylor
Short Term Trend Arrow	↑
Long Term Trend Arrow	↓
Traffic Light Icon	🟢
Current Value	30.8%
Current Target	29.9%
Notes & History Latest Note	Performance exceeding target.
Management Response / Action	No further management response required at this stage.

Directorate Neighbourhood Services
Service Area Housing

PI Code & Short Name	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																											
<p>EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 151 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>22</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>19</td> <td>20</td> </tr> <tr> <td>Q3 2014/15</td> <td>16</td> <td>20</td> </tr> <tr> <td>Q4 2014/15</td> <td>19</td> <td>20</td> </tr> <tr> <td>Q1 2015/16</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> <td>20</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> <td>20</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>20</td> </tr> </tbody> </table>		Quarter	Value	Target	Q1 2014/15	22	20	Q2 2014/15	19	20	Q3 2014/15	16	20	Q4 2014/15	19	20	Q1 2015/16	20	20	Q2 2015/16	-	20	Q3 2015/16	-	20	Q4 2015/16	-	20	Short Term Trend Arrow	↓
		Quarter	Value	Target																										
		Q1 2014/15	22	20																										
		Q2 2014/15	19	20																										
		Q3 2014/15	16	20																										
Q4 2014/15	19	20																												
Q1 2015/16	20	20																												
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Q3 2015/16	-	20																												
Q4 2015/16	-	20																												
Long Term Trend Arrow	↓																													
Traffic Light Icon	New PI – Trend Only																													
Current Value	20																													
Current Target	New PI – Trend Only																													
Notes & History Latest Note	Overall 20 homeless households are living in temporary accommodation. Two less compared to the same period last year. The council's hostel is currently full with 12 households on licence agreements. The council has 3 single person households in B&B accommodation. The remaining households are in temporary supported accommodation.																													
Management Response / Action	No further management action required at this stage.																													

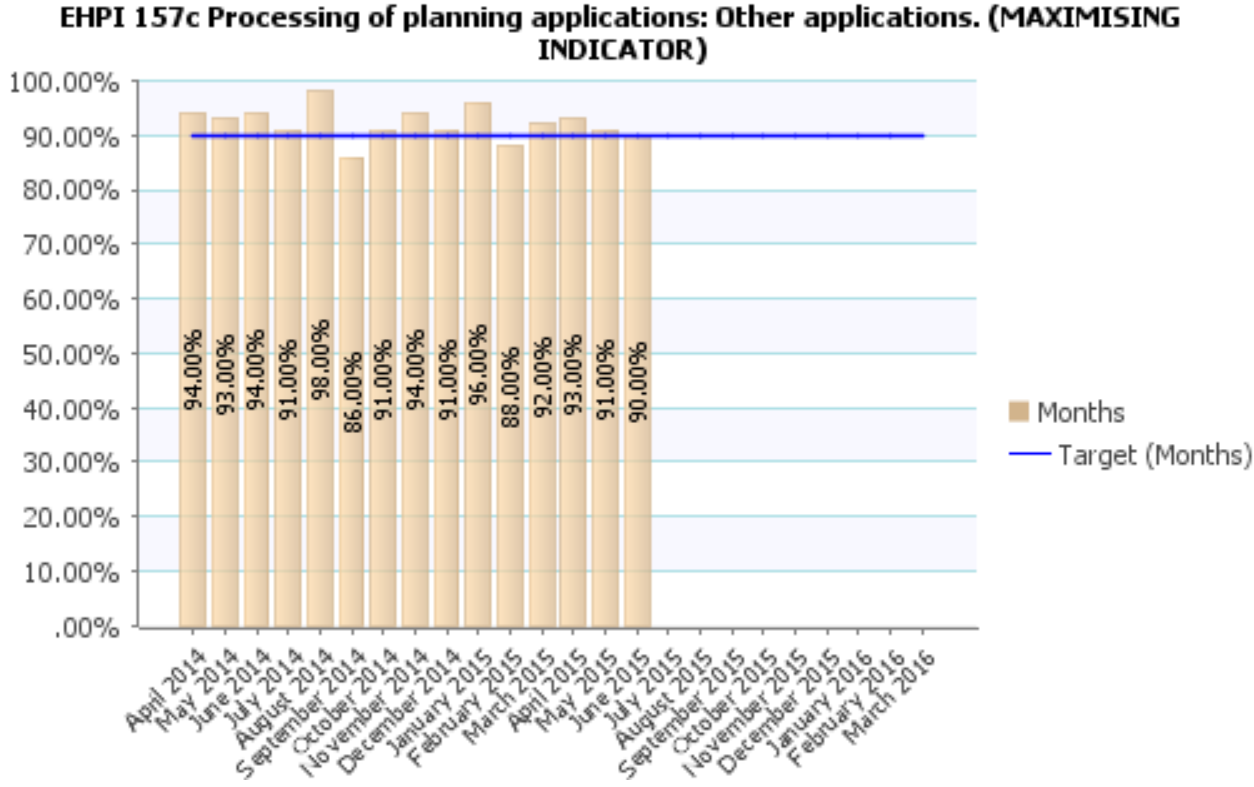
PI Code & Short Name	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 152 Bar Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>16</td> </tr> <tr> <td>Q3 2014/15</td> <td>13</td> </tr> <tr> <td>Q4 2014/15</td> <td>13</td> </tr> <tr> <td>Q1 2015/16</td> <td>19</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Value																		
		Q1 2014/15	7																		
		Q2 2014/15	16																		
		Q3 2014/15	13																		
Q4 2014/15	13																				
Q1 2015/16	19																				
Q2 2015/16	-																				
Q3 2015/16	-																				
Q4 2015/16	-																				
		Long Term Trend Arrow																			
				Traffic Light Icon	New PI – Trend Only																
						Current Value	19														
								Current Target	New PI – Trend Only												
										Notes & History Latest Note	The number of homeless acceptances for the first quarter is 19 compared to 7 in the first quarter of 2014/15. The primary reason for this is the loss of accommodation due to the end of a private sector assured shorthold tenancy (non rent arrears) which accounts for 11 of the 19 acceptances.										
										Management Response / Action	Unfortunately the council has no control if landlords decide to terminate tenancies. The decision to do so can be based on a number of factors such as wishing to sell the property now that the property market is improving to concern regarding the impact of welfare reform and the ability of families to pay their rent. If a household is experiencing rent arrears the housing options team, if advised in time, will try and liaise with landlords on their behalf to reach a solution. It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.										

PI Code & Short Name	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 153 Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Applicants</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>19</td> </tr> <tr> <td>Q2 2014/15</td> <td>22</td> </tr> <tr> <td>Q3 2014/15</td> <td>35</td> </tr> <tr> <td>Q4 2014/15</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>29</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Number of Applicants	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	↓
		Quarter	Number of Applicants																		
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		Q2 2014/15	22																		
		Q3 2014/15	35																		
Q4 2014/15	23																				
Q1 2015/16	29																				
Q2 2015/16	-																				
Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow	↓																				
Traffic Light Icon	New PI – Trend Only																				
Current Value	29																				
Current Target	New PI – Trend Only																				
Notes & History Latest Note	For the first quarter of 2015/16 29 households presented as homeless compared to 19 in 2014/15. The primary reason for the homeless presentation for 13 of the households was the loss of a private sector assured shorthold tenancy (non-rent arrears).																				
Management Response / Action	It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.																				

Directorate Neighbourhood Services
Service Area Planning and Building Control

PI Code & Short Name	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																																
<div style="text-align: center;"> EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR) </div> <table border="1" style="margin-top: 10px;"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>95.00%</td></tr> <tr><td>May 2014</td><td>82.00%</td></tr> <tr><td>June 2014</td><td>88.00%</td></tr> <tr><td>July 2014</td><td>89.00%</td></tr> <tr><td>August 2014</td><td>63.00%</td></tr> <tr><td>September 2014</td><td>89.00%</td></tr> <tr><td>October 2014</td><td>88.00%</td></tr> <tr><td>November 2014</td><td>87.00%</td></tr> <tr><td>December 2014</td><td>85.00%</td></tr> <tr><td>January 2015</td><td>83.00%</td></tr> <tr><td>February 2015</td><td>84.00%</td></tr> <tr><td>March 2015</td><td>81.00%</td></tr> <tr><td>April 2015</td><td>81.00%</td></tr> <tr><td>May 2015</td><td>96.00%</td></tr> <tr><td>June 2015</td><td>84.00%</td></tr> <tr><td>July 2015</td><td></td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Performance (%)	April 2014	95.00%	May 2014	82.00%	June 2014	88.00%	July 2014	89.00%	August 2014	63.00%	September 2014	89.00%	October 2014	88.00%	November 2014	87.00%	December 2014	85.00%	January 2015	83.00%	February 2015	84.00%	March 2015	81.00%	April 2015	81.00%	May 2015	96.00%	June 2015	84.00%	July 2015		August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016	
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PI Code & Short Name EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)









Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
Short Term Trend Arrow	↓
Long Term Trend Arrow	↓
Traffic Light Icon	🟢
Current Value	90.00%
Current Target	90.00%
Notes & History Latest Note	Performance exceeding target. 118 out of 131 applications.
Management Response / Action	Although performing above target, the long term trend shows a decline, when current performance compares to the average over the last 12 months. However June performance (90%) is slightly the long term average (92%). This is a minor difference and at this stage there is no significant risk regarding performance. The position will continue to be reviewed. No further management action required at this stage.

PI Code & Short Name	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
<p style="text-align: center;">EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)</p>		Short Term Trend Arrow	N/A – No major planning application decisions were released this month
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	75.00%
		Current Target	60.00%
		Notes & History Latest Note	Performance exceeding target. 3 out of 4 applications.
		Management Response / Action	No further management action required at this stage.

PI Code & Short Name	EHPI 204 Planning appeals allowed	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																																		
<p>EHPI 204 Planning appeals allowed</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>30.0%</td></tr> <tr><td>May 2014</td><td>14.0%</td></tr> <tr><td>June 2014</td><td>0%</td></tr> <tr><td>July 2014</td><td>40.0%</td></tr> <tr><td>August 2014</td><td>0%</td></tr> <tr><td>September 2014</td><td>40.0%</td></tr> <tr><td>October 2014</td><td>25.0%</td></tr> <tr><td>November 2014</td><td>67.0%</td></tr> <tr><td>December 2014</td><td>0%</td></tr> <tr><td>January 2015</td><td>20.0%</td></tr> <tr><td>February 2015</td><td>43.0%</td></tr> <tr><td>March 2015</td><td>0%</td></tr> <tr><td>April 2015</td><td>60.0%</td></tr> <tr><td>May 2015</td><td>40.0%</td></tr> <tr><td>June 2015</td><td>0%</td></tr> <tr><td>July 2015</td><td>0%</td></tr> <tr><td>August 2015</td><td>0%</td></tr> <tr><td>September 2015</td><td>0%</td></tr> <tr><td>October 2015</td><td>0%</td></tr> <tr><td>November 2015</td><td>0%</td></tr> <tr><td>December 2015</td><td>0%</td></tr> <tr><td>January 2016</td><td>0%</td></tr> <tr><td>February 2016</td><td>0%</td></tr> <tr><td>March 2016</td><td>0%</td></tr> </tbody> </table> <p>Legend: Months (Orange bars), Target (Months) (Blue line)</p>		Month	Percentage	April 2014	30.0%	May 2014	14.0%	June 2014	0%	July 2014	40.0%	August 2014	0%	September 2014	40.0%	October 2014	25.0%	November 2014	67.0%	December 2014	0%	January 2015	20.0%	February 2015	43.0%	March 2015	0%	April 2015	60.0%	May 2015	40.0%	June 2015	0%	July 2015	0%	August 2015	0%	September 2015	0%	October 2015	0%	November 2015	0%	December 2015	0%	January 2016	0%	February 2016	0%	March 2016	0%	Short Term Trend Arrow	↑
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Current Target	N/A – Trend only now from 1 April 2015																																																				
Notes & History Latest Note	Less planning appeals were allowed in June 2015 compared to May 2015. This indicator was re-introduced in April 2015, and therefore it is too early to make any meaningful conclusion on trend.																																																				
Management Response / Action	No further management action required at this stage.																																																				

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse